

**Resident Involvement Focus Group
Held on 14/11/2007 at 6.00pm
Southgate House**



Customer Attendees

There were 7 attendees: 3 males and 4 females; middle age and older age groups; white and black ethnic groups; tenancies ranging from 6 months to 23 years; and from a variety of areas including Kingsholm, Tuffley, Westgate, and Matson.

Gloucester City Homes Attendees

Name	Company Position	Telephone	Email
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Minutes

1. The group were asked what they felt about the term "Resident Involvement". The replies were:

- Being involved in what goes on
- Having a voice
- Lots of meetings
- Lots of emails, letters and telephone calls
- Our welfare
- Moaning and negativity from non-involved residents
- We are the chosen few
- Lack of feedback

2. The group were then split into two and asked to write down ideas on what they would like in an ideal Resident Involvement service. Each member of the group were then asked to vote for their top three choices for each set of ideas. The results are as follows:

Suggestion	Number of votes
Listen more and <u>act</u> on suggestions	13
Organise meetings during the day, especially during the winter	10
Maintain high standards	4
More ways of encouraging other tenants to get involved	3
Publish Tenant Times before events happen	3
Effective in improving the housing service	2
Provide transport to and from meetings	2
Prevent residents who do get involved from getting hassled by residents who do not.	2
Incentive scheme for tenants who get involved	1
Include staff in surveys	0
Provide crèche for meetings	0
Fulfilling promises to train residents	0

3. Finally, the group were asked what else Gloucester City Homes could improve. Suggestions include:

- Wider publication of improvements made as a result of suggestions made by residents.
- Improve efficiencies with postage e.g. give letters to sheltered housing scheme managers to distribute.
- Resident Involvement Officers should do more door-to-door work.

Philip Amos

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